

DOCKET NO.: 119645-00103.118
Application No.: 09/690,566
O P E R A T I O N A L Office Action Dated: August 24, 2006

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

IN THE APPLICATION OF:
Michael P. Lilly, et al.
SERIAL NO: 09/690,566

FILED: October 17, 2000

FOR: SYSTEM AND METHOD FOR DETERMINING AND REDUCING CUSTOMER SERVICE IMPACT

CONFIRMATION NO.: 1577

: EXAMINER: Beth Van Doren

: GROUP ART UNIT: 3623

Express Mail Label No: EV970698606US
Date of Deposit: February 26, 2007

MAIL STOP RCE
COMMISSIONER FOR PATENTS
P.O. BOX 1450
ALEXANDRIA, VA 22313-1450

REPLY PURSUANT TO 37 CFR § 1.111

In response to the Final Official Action dated August 24, 2006, reconsideration is respectfully requested in view of the amendments and/or remarks as indicated below:

- Amendments to the Specification** begin on page _____ of this paper.
- Amendments to the Claims** are reflected in the listing of the claims which begins on page 2 of this paper.
- Amendments to the Drawings** begin on page _____ of this paper and include an attached replacement sheet.
- Remarks** begin on page 14 of this paper.

03/01/2007 HGUTEMA1 00000002 022555 09690566

03 FC:1202 600.00 DA
04 FC:1201 1000.00 DA